

**From:** Richard Rubin  
**To:** Microsoft ATR  
**Date:** 1/8/02 12:58pm  
**Subject:** One captive users comments re: Microsoft

ONCE AGAIN I must purchase the OVERPRICED Full Install of a Microsoft Windows product (XP) because my previous OEM install of Windows (Me, with "free upgrade to Xp" offered by Compaq, but not yet received) has DEGRADED, despite my cautious grooming and care, to become a WORLD OF MALFUNCTIONS and CRASHES. To "Upgrade", even "for free" would be to import your broken soft-machinery from the past. And the corporate claim is, once again that Xp is more stable than YOUR OWN OLD PRODUCT, which therefore, I infer, had a stability problem? And you have strong-armed your Compaq OEM contract to provide no relief on your DEFECTIVE PRODUCT.

Little-Me will let my thoughts be known to appropriate ears in the penalty decisions pending for your creative, but overaggressive and undergenerous corporation.

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